

VIDEO LOAN PROCESS

The Michigan Department of Consumer and Industry Services, Bureau of Safety and Regulation, Consultation Education and Training Division, provides training video loan services through a contract with the following agency:

Pro-Connections *
252 North 20th Street
Battle Creek, MI 49015

Telephone No. 269-288-4500
Fax No. 269-288-4503
E-Mail: cetvideo@iserv.net

- ◆ There are no user fees assessed for the use of the training videos borrowed. However, the borrower is responsible for items borrowed and for paying the return shipment and insurance cost via an express package service. As the materials are loaned under special permission from vendors, it is strictly forbidden to copy and distribute these materials.
- ◆ All requests are handled on a first-come-first-served basis. Requests must be received at least 15 working days (Monday through Friday) in advance of the date by which the borrower needs the videos.
- ◆ Requests should be made directly to the lending contractor at the above address. Use the order form provided at the end of this catalog. The shipping address given must be other than a post office box because shippers will not deliver materials to a post office box.

* Contractor subject to change

VIDEO LOAN PROCESS cont...

- ◆ Reservations may not be made more than six months in advance of the showing date.
- ◆ There is a limit of three items which can be borrowed for any one show date.
- ◆ There is a five-day loan period limit with extensions granted by the lending agency when appropriate. Items in demand by other requestors may not be extended. Borrowers who do not return materials on time will receive a written reminder. Borrowing privileges will be cancelled after the third late return.
- ◆ A borrower who does not return materials or who returns materials incomplete or damaged will be billed for the cost of replacing the missing/damaged items. Replacement costs for an item are determined by the actual cost of replacing the item. Failure to pay for replacement will lead to cancellation of borrowing privileges.

Questions regarding this training video lending service may be directed to:

Michigan Department of Consumer & Industry Services
Consultation Education and Training Division
7150 Harris Dr., P.O. Box 30643
Lansing, Michigan 48909-8143
(517) 322-1809

